

IV- UPDATES ON PRIOR RECOMMENDATIONS

A. INFORMATION CENTER RECOMMENDATIONS AND SJPD RESPONSES

1. It is recommended that a study be conducted to assess the feasibility of expanding the front lobby to alleviate the crowded conditions that currently exist.

As of July 30, 2002, this has been implemented. The front lobby area has been expanded to 40% over its previous size.

2. It is recommended that a separate waiting area for designated services such as sex offenders waiting to register, criminals waiting to self-surrender, and other people that would pose a threat to the safety of others waiting in the lobby.

This recommendation is not feasible. Due to the physical limitations of the facility, there is not enough room to create a separate waiting area to separate those here to self surrender or to register as narcotic/sex registrants.

3. It is recommended that an interview room be made available for Desk Officers to take victim's statements in private.

This issue has already been implemented. When necessary, witnesses are taken downstairs to the Witness Center where statements are taken in private.

4. It is recommended that additional courtesy phones be installed in the Information Center.

A second phone has been ordered and should be installed shortly.

5. It is recommended that monitors to display information such as activities, services, and meetings taking place in the Police Administration Building be installed in the lobby to assist the public and the desk officers.

This is an excellent idea. The department is studying a variety of possibilities including scrolling message signs and television monitors with PowerPoint announcements.

6. It is recommended that access to public restrooms be made available from the lobby, which will eliminate the need to sign-in with the desk officers, go through the security gate, and provide access to unsecured areas of the police department.

Security issues are being studied. This includes facility improvements which might include public restrooms.

7. It is recommended that a receptionist be placed in the lobby to provide assistance and information.

The Department is not in a financial position to

hire additional personnel to act as greeters. The VOLT volunteer program has been contacted and a search is underway for a suitable volunteer.

8. It is recommended that customer service training be developed and that desk officers receive initial and ongoing training.

Customer service training was implemented six months ago. The IPA will be conducting the next round of training for all new officers on 8/14/02.

9. It is recommended that Information Center Sergeants have the front desk as their primary responsibility and that they be assigned office space where they can monitor the activities of the Information Center.

The Information Center sergeants are being asked to spend more time in the immediate area, although the office for them is less than 10 feet from the Information Center.

10. It is recommended that the Chief of Police implement incentives to attract officers to work at the Information Center.

This issue must be addressed through contract agreement with the POA. Hours and working conditions are governed by the contract. The current contract is for 3 years, and will expire this year. Therefore, the IPA recommendation will be brought up in the negotiations with the POA for the next contract. At that time, we will study the possibilities of implementing incentives to work at the Information Center.

B. RECRUITING AND RETENTION RECOMMENDATIONS AND SJPD RESPONSES

1- Develop job descriptions that also include those skills necessary to effectively implement community policing such as communication, conflict resolutions, and interpersonal skills.

These issues are addressed through the Oral Board Testing and current on-going meetings with Human Resources. During the oral testing, candidates are asked questions dealing with community policing, communication and conflict resolution. Human Resources has also been informed about developing job descriptions that cover those areas.

2- Design and implement recruiting strategies that address family related issues.

Several recruiting strategies have been implemented that addresses family related issues. We have partnerships with the Convention Center's Visitor and Conventions Bureau regarding marketing strategies for recruiting personnel, where those issues are addressed. We also have a number of new strategies that are designed and deployed for recruiting purposes.

3- Revise the policies governing transfer opportunities for SJPD sergeants to require that openings be posted, and that the application and selection process provides all candidates an equal opportunity for the assignment.

Sergeant transfer opportunities are now announced and are available through the City's Intranet.

4- Continue to develop and provide training in communication and interpersonal skills.

The Training Unit has developed a program that addresses this issue. Officers are given training in the various aspects of communication and interpersonal skills, such as, car stops.

C. INFORMATION ABOUT THE IPA AND SJPD RESPONSES

It is recommended that a training program for all SJPD staff members, especially those who are in positions to provide information to the public, be instituted and maintained to ensure that accurate and updated information is being provided to the public about the citizen complaint process, the functions of the IPA and IA Unit, and where a complaint can be filed.

The SJPD has implemented a training program for all staff members working the Information Center so that accurate and updated information is being provided to the public.

Training for officers about information about the IPA and SJPD will be provided as part of the SJPD's Continued Professional Training program (CPT).

D. PENDING RECOMMENDATIONS FROM 2001 AND SJPD RESPONSES

Vehicle Stops

- 1. The IPA recommends that the SJPD compile vehicle stop data on an annual basis so that a comparative analysis can be possible.**

◆ SJPD has continued to compile vehicle stop data since the Vehicle Stop Demographic Study was implemented on June 1, 1999. SJPD issues an annual report which contains details on the data that was collected and is available to the public.

- 2. It is recommended that the Chief of Police expand the fields for data collection to determine how the individual stopped was treated, i.e. was there a search. This should include search information, the factual basis for a stop, and the action taken by the officer as a result of the stop.**

◆ SJPD implemented the collection of vehicle *search* data in June 2002, by adding another field to document whether a search was conducted, and if any contraband was found as a result of that search.

- 3. It is recommended that the Chief of Police develop a uniform definition where the complainant alleges that his/her vehicle stop or police contact was racially motivated and a process for tracking all "Racial Profiling" allegations.**

♦ SJPDP developed a working definition of profile stops which was issued to all Department members on September 12, 2000, and is currently included in the SJPDP Duty Manual. This is the definition that will be used in racial profiling allegations brought by any complainant.

4. The SJPDP should expand the platform of the database used by the Internal Affairs Unit to facilitate the recording, tracking, and analysis of “Racial Profiling” and all other types of citizen complaints.

♦ The allegation of racial profiling has historically been addressed by utilizing the complaint allegation of “Discrimination/ Harassment”. The racial profiling allegation was then documented in the body of the investigation. This procedure makes it difficult to analyze and track racial profiling allegations. The Internal Affairs Unit has secured funding which will allow the database to be upgraded to include racial profiling allegations as well as address other recommended changes by both the Internal Affairs Unit and the I.P.A. While there is no specific date for this upgrade to be completed, the SJPDP Systems Development Unit has committed to make this project a high priority.

V- CONCLUSION

Mid-year reports published by the Independent Police Auditor (IPA) prepares and thereafter will be an ongoing process of providing the public, the San Jose Police Department (SJPDP), and elected officials with updates on the work of the IPA. Complaints continue to track at or below last year’s six-month period. There was only one recommendation made in this report, “*To reduce the timeline in which to complete the investigation of citizen complaints from ten to six months.*” This mid-year report is also an opportunity to review prior recommendations made by the IPA and to report the SJPDP’s response. The SJPDP adopted some of the recommendation and has already made inroads in implementing needed change. The SJPDP determined that some of the recommendations are not feasible at this time. Other recommendations are still pending a response. This mid-year report also reviews the audit findings of the IPA and for the most part concludes that the Internal Affairs Unit is doing an excellent job. The IPA and the SJPDP consistently work together to improve the citizen complaint process.